FFT Monthly Summary: September 2024

Darwen Healthcare Practice Code: P81051



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	8	0	0	0	0	0	0	0	49	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	143						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	0	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	8	0	0	0	0	49
Total (%)	84 %	16 %	0%	0%	0%	0%	100%

Summary Scores

८ 100% ♀0% ☜0%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

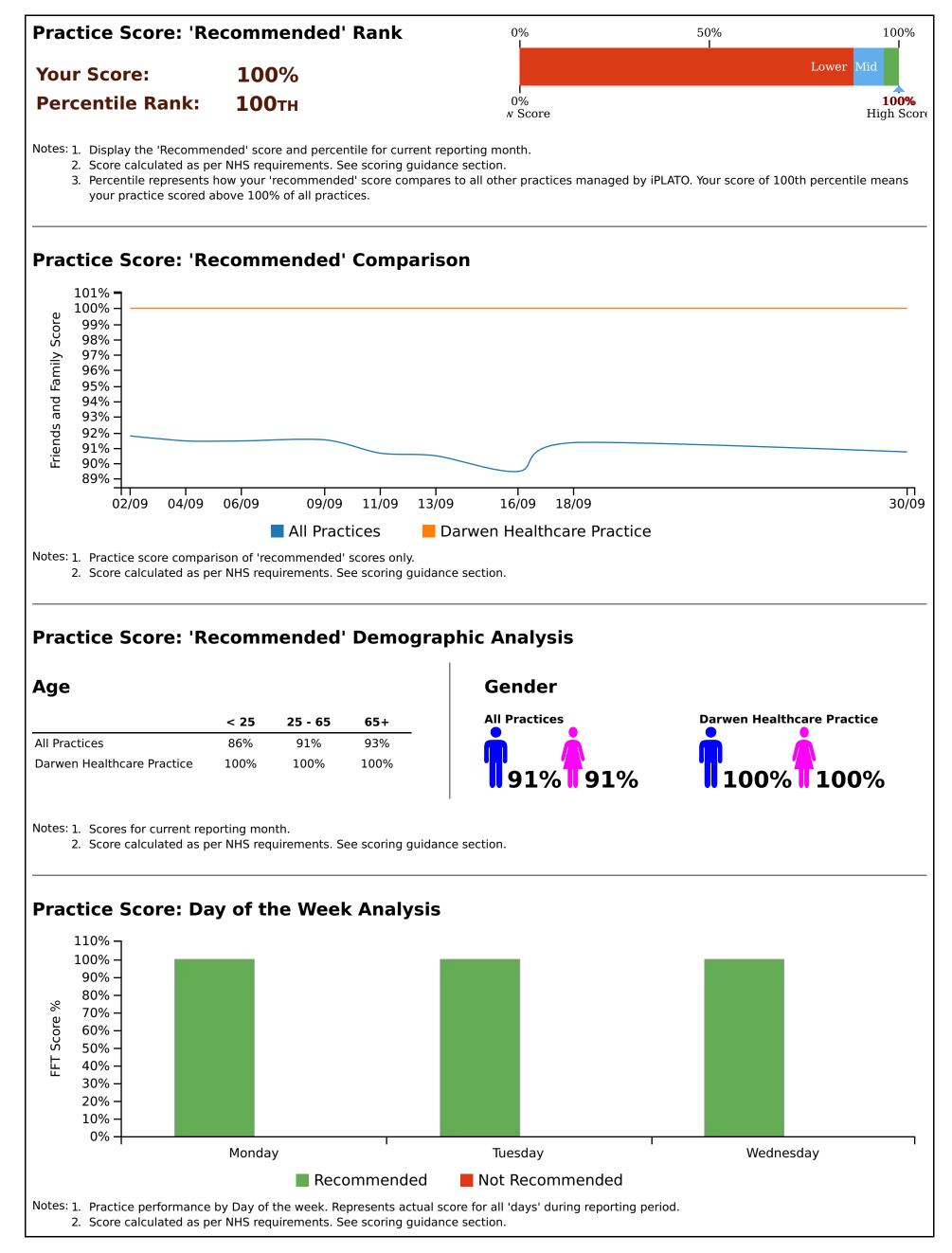
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

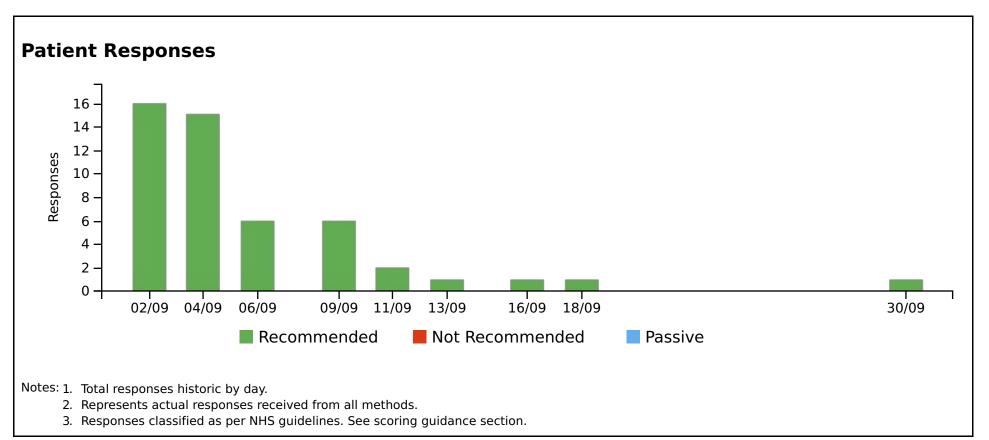
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

Notes: 1. Free Text Comment received for current reporting month.

- 2. Classification based on initial response to Q1 rather than content of message.
- 3. Legend: 🗸 Consent to publish comment / 🗴 No consent to publish comment

Recommended

My Doctor was brilliant very thorough, listened, gave great advi

✓ Because the doctor was running behind and I had to take time off work for the appointment

- Doctor was clear and efficient also the appt was more or less to time. I left the appt feeling that I had been listened to and that my problem would be sorted out quickly.On my return home I received a message with an appt for a referral next week.
- ✓ Very productive consultation with a very personable GP. Thank you Dr Hafez!

✓ She was very clear in wat she said and very nice and helpful.

✓ I wasn't waiting to long. The doctor was calming, informative and made feel comfortable

✓ Everyone helpful

- ✓ I was concerned as to the reason I went but was put at ease so quickly
- ✓I was listened to and given good advice a plan was given to sort my concerns out, and I know what the next steps are.
- ✓ The nurse was very nice my appointment was on time
- Reception staff excellent and managed to get an appointment for the same day and quickly.
- Self check in not working today but receptionist kindly booked the appointment in. There was a fire drill today too but we were instructed what to do very quickly. Lovely GP who listened and gave us what we needed and good advice
- ✓ As the service was good.
- ✓ The doctor I seen this morning was very nice and very thorough.
- I was seen very promptly and dealt with very efficiently.
- In a number of occasions recently I've called in at 08:00 to make an appointment, I've seen a doctor by 09:00 and collecting my antibiotics by 09:30 that is what I call a fantastic service. Well done Darwen health centre.
- Good attention to the problem and outcome
- ✓ Doctor was very concerned and caring
- ✓ Excellent lady on telephone (Tracy) she is always very helpful and professional. Doctors are always excellent too.
- ✓ Very happy with doctors but the reception/ behind the scenes staff are not always as efficient. Appointments made but not booked etc
- Extremely helpful staff and very professional.
- ✓ The nurse put me at ease and answered all my questions. She's also very friendly.
- ✓ Lovely lady. Easy to speak to.
- S/N Katie go above and beyond her duty. I have anxiety issues and I am at ease with her apt. I go for an inject 1/12. She looks at me holistically and keeps an eye on my mental health. It's nice that she remembers my issues. She is a credit to the health Centre.
- ✓ Great service very understanding
- The Dr listens to you , I felt so relaxed talking to her , it was a nice appointment.

✓ Great practice, you can always get an appointment and the staff are caring and very kind and empathetic

✓ Very efficient, appointment on time, nurse lovely

I checked in on the screen so didn't have to wait in the reception queue. I waited only a few minutes before being called in for my appointment. And Dr. Hafez is great - friendly, polite, gives information without confusion and makes me feel at ease every time I see him. He is a prize asset to the practice V Overall, staff across the board are pleasant and friendly. As arhe nurses and doctors. The only thing is appointments and stopp

 \checkmark First time smear test, nurse made me feel very comfortable, talked me through everything

✓ Very helpful and friendly caring doctors, nurses and staff

✓They Brill

✓ Appointment was on time and the nurse was very polite and helpful

✓ Appointment was on time and quick

✓ 1 very good

✓ Receptionist was fine, Dr was really good. There was a fire drill

Not Recommended

Passive